



CURBSIDE RECYCLING PILOT PROGRAM

QUESTIONS AND ANSWERS

1. Q. *When will the Pilot Program begin?*

A. We anticipate that the Program will begin around the first of March 2004. As we get closer to next spring, we will be able to announce a specific date.

2. Q. *I don't have City refuse service, am I eligible for the program?*

A. Only City Sanitation customers may participate in the Pilot Program. The reason for this is because the Pilot Program is an extension of our Sanitation services and the operating costs are being paid from the City Sanitation Fund which is made up only of fees paid by City Sanitation customers.

3. Q. *Is there any cost for receiving this curbside recycling service?*

A. During the Pilot Program, we will not charge participants for collecting their recyclables. If the City decides to conduct a Full Program, there will be a fee. The amount of the fee will be determined through the analysis conducted during the Pilot Program.

4. Q. *Why are you thinking about charging a fee for recycling? We should be rewarded, not penalized for recycling.*

A. There is no charge for recycling. Anyone can recycle and take their recyclables to Images. If we conduct a Full Program in the future, the fee that we will charge will be to cover the operational costs of collecting those recyclables at your curb.

5. Q. *How many 18-gallon containers can I have?*

A. The City will provide each Pilot Program Participant with one 18-gallon container, which should be large enough for families with weekly collection. On a case-by-case basis, we may find some unusual cases where an additional container is needed. We will work with customers on their specific needs.

6. Q. *What day will my recyclables be picked up?*

- A. Your recyclables will be picked up on the same day as your regular City Sanitation collection.
- 7. Q. *My City refuse pick-up is at the alley. Am I eligible for the program?*
 - A. Yes, alley customers are eligible for the Pilot Program. Most likely, you will need to set your recyclables out at the curb. However, that decision has yet to be made.
 - 8. Q. *Can I get wheels on my 18-gallon container?*
 - A. If you have a disability that would cause you difficulty in taking the container to the curb, we will provide you with wheels for the container.
 - 9. Q. *I have walk-in service, will you come up to my house and get the container?*
 - A. Yes, during the Pilot Program. We will gather information on costs and will have an added charge during a Full Program.
 - 10. Q. *I have disability walk-in service; will you come up to my house and get my 18-gallon container?*
 - A. Yes, we will provide walk-in service for disabled customers who have disability walk-in service.
 - 11. Q. *Can my neighbor use my Container also?*
 - A. No, each container is designed for one household for a week. To place more recyclables in the container might cause a problem with overloading the containers. This also will throw off our Pilot Program statistics on how much is coming from each household and how many stops a crew can collect during the day.

12. Q. *I have more materials than what the 18-gallon container will hold. Will you also pick up the extra items?*

A. The 18-gallon container that you will be given should take care of a week's worth of recyclables. Therefore, we will only pick up what is in the container. To do otherwise would complicate the collection of materials and distort the information on what our crew can collect. If you have extra recyclables, we recommend that you hold them back until the next week, or if you find that, after several months, the container is not large enough to take care of your family's needs, you can request a second container. For items that you would like to recycle that we do not collect, you can take those materials to Images.

13. Q. *What items will the City pick up to be recycled?*

A. The decision has yet to be finalized on which items will be collected. However, we anticipate them to be: plastics 1-5, aluminum cans, steel cans, magazines, newspaper, mixed paper, clear glass, and brown glass.

14. Q. *Who do I call if my recyclables don't get picked up?*

A. Any questions related to your service should be directed to the Sanitation Division by calling 309-5750.

15. Q. *If my 18-gallon container gets damaged, who do I call and will I be charged?*

A. For any problems with your container and/or your service, please call the Sanitation Division at 309-5750.

16. Q. *Who do I call if I have questions during the Pilot Program?*

A. You may call the Sanitation Division at 309-5750. We will be happy to address any of your concerns.

17. Q. *What if I don't like the Pilot Program; can drop the program.*

A. Yes, you can drop out at any time that you choose with no penalty.

18. Q. *How will you select who is chosen for the Pilot Program?*
- A. During the sign-up period, which runs until November 14, 2003, the City will be accepting applications from current City Sanitation customers. These applications will be reviewed by City Staff and selections made which will best meet our information gathering needs to test the system. It will not be first come/first served, but will likely involve a random drawing process as well as selection distribution by pick-up days throughout the City.
19. Q. *When will I be notified if I am selected to participate?*
- A. By December 31 of this year.